Motor Vehicle Services
TALE LITE

APRIL 1988 VOL. 1/NO. 7 New Jersey Department of Law and Public Safety, Division of Motor Vehicles

Headquarters site selected; toll-free numbers in operation

Two new toll-free telephone numbers are now available for the convenience of motorists wishing to call Motor Vehicle Services, Attorney General Cary Edwards recently announced. The new service began April 11.

Motorists calling from within New Jersey can dial 1-800-DMV-2222 for general customer information and 1-800-DMV-3333 for driver license suspension, driver license restoration and insurance surcharge problems.

The numbers will be operational weekdays and Saturday mornings, with extended hours Monday through Thursday evenings, Edwards said.

The toll-free numbers replace the 609-292-6500 and 609-292-7500 telephone numbers. The new numbers for out-of-state callers are 1-609-588-2424 for general customer information and 1-609-588-7373 for suspensions, restoration or surcharge information, Director Glenn R. Paulsen said.

According to Edwards, the toll-free telephone service fulfills an important pledge made to New Jersey motorists as part of Motor Vehicle Services' comprehensive two-to-three-year rebuilding effort.

"Governor Kean and I promised to provide all motorists with the motor vehicle assistance they needed quickly, conveniently and courteously. This toll-free service is a major step forward in living up to that promise," Edwards said.

In the past, a call to Trenton or a local motor vehicle agency could be costly, but with the institution of these toll-free numbers, in-state callers never again will have to pay telephone charges to resolve most motor vehicle related problems, he pointed out.

Calls to local motor vehicle agencies still will be forwarded to the Telephone Center in Trenton, which provides a centralized answering system.

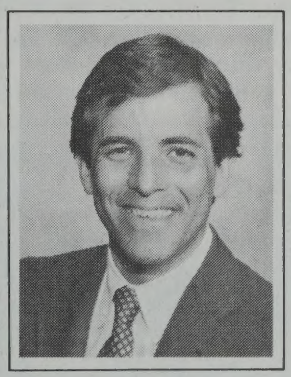
With the toll-free service, the number of calls is expected to increase by 20 to 30 percent, Edwards noted. To handle the anticipated increase, the Telephone Center is being relocated from the second floor of 25 South Montgomery Street to Building 11A in Quakerbridge Plaza.

(continued on page 3)

DIRECTOR'S MESSAGE

By now most of you are probably aware that a 350,000-square-foot central headquarters will be constructed at the corner of Montgomery and State Streets, replacing the old Civil Service building which will be razed to make room for the new facility.

The announcement of the location by Attorney General Cary Edwards at a service awards ceremony in the Justice Complex on April 8 for more than 150 of our employees was welcome news for all of us here at Motor Vehicle Services. I only wish that all of you could have been there to hear the good news and enjoy the praise bestowed upon Motor Vehicle employees by the Attorney General. The announcement heralds a bright future in which we will be working in clean, spacious surroundings, a far cry from most of your current work areas. The modern, new building will benefit not only you, but also the public whom you serve. Improving the public's image of MVS is a benefit that all of us will enjoy.



DIRECTOR PAULSEN

We anticipate that construction will begin in May 1989 and be completed by September 1990. About 1,100 employees (750 from present offices and 300 from offices at Quakerbridge Plaza) will be housed in the new facility which will also have on-site parking for some 1,000 vehicles.

The new headquarters will house all the support services needed by our 100 field facilities, Regional Service Centers, 52 agencies, 34 inspection stations and driver testing centers. We cannot deliver quality service to the state's motorists unless our support services, including computer systems, motor vehicle document processing, planning and other important functions, operate smoothly and efficiently.

As the Attorney General and I have said all along, the successes we have been able to achieve to date in our rebuilding of Motor Vehicles are largely the result of the hard work of dedicated MVS employees. Most of you have had to work in deplorable environments, but construction of this new facility will provide you with the clean and safe work place you deserve, and with the added bonus of plenty of free parking.

The MVS headquarters will be strategically located near the Trenton Regional Service Center, which is scheduled to open at the end of this summer at the site

(continued on page 3)

The 1986 service award recipients are listed on Page 4 and 5. Photos of the 1985 recipients, taken at the presentation ceremony February 29 in the Justice Complex, are also on Pages 4 and 5.

THE TALK AT MVS

Rita Jo Scarcella of the planning staff has been appointed the MVS representative to the New Jersey State Awards Committee. Employees wishing to nominate a co-worker for a state award should contact Ms. Scarcella at 2-8461, or in person on the seventh floor of 25 South Montgomery Street. A former coordinator for the Division of the Deaf, she recently coordinated the 1987 State Employees Charitable Campaign (NJSECC) at Motor Vehicle Services.

RITA JO SCARCELLA

Ying Yee, who was manager of the Office of Internal Audit, left MVS April 1 to become vice president of Providence Bank in North Jersey.

Condolences are extended to the family of **Doris Gautier,** consumer specialist II at the East Brunswick Agency, who died March 5. An 11-year employee of the division, she is survived by her husband, **Edward,** and two daughters, **Tanya and Monique Gautier.**

Virginia Gale, case file evaluator at the Regional Service Center in Deptford, will be honored at a testimonial dinner April 30 for her work as state councillor of the Daughters of America. The dinner will be at 7 p.m. at Ceasar's Restaurant in Mays Landing. She has been active in the patriotic organization for many years. She belongs to the McKinley Council No. 50 of Scullville.

Safety Specialist **Michael Beatrice** of the Mount Holly Station won a first place trophy in the off-road dune buggy division at the Philadelphia car show last month for his entry, "Jr.'s Toy," an off-road vehicle he built from a Volkswagen body. Beatrice said this may be his last car show because he is selling his winning VW, in addition to other vehicles and body shop equipment, due to health reasons.

Congratulations to first-time grandmother **Rosandra Avanzato** of the Office of Administrative Law (OAL). Her grandson, **Anthony Joseph,** was born February 27 weighing eight pounds, eight ounces, to her son and daughter-in-law, **Joseph and Karen Avanzato.**

Condolences are extended to Secretarial Assistant III **Anne Curtin** of Motor Carriers on the recent death of her mother, **Claire Curtin.**

NEW FACES

Completing their orientation session at Quakerbridge Plaza are new employees (seated, from left) Caroline Wilkes, Deanna Winters, James Forshey, Donna Borginis, Norma Howie, and Diana Legates; (second row, from left) Olga E. Sexton, Dorothy Glowzenski, Pat Mullen, Gina Iwanowicz, Sandra Savage, Karen Duginske, Debra Calu, Lina Iommelli, Iris Graham, and Mike Calabrese; (third row, from left) Fred Thomas, Joe Schafer, Tom Herudek, Ron Nuel, Herb Lefferts, Gregg Zoltanski, Karen Gardner, Jane Pierson, Katie Lillie, Ella Heyward, Kit Spence, Sue Boelhower, and Michelle Mason.

Safety Specialist I Rudolph Matuscsak (center) of the Secaucus facility is shown enjoying his retirement party with Safety Specialist I Michael Stoia (left) and Supervisor II William Frasca. Also attending were Northern District Manager Edward J. Smerecki, District Coordinators Roger Gilmore and Richard Broadwell and supervisors and safety specialists I of the northern area.

Debbie Queen of the Authorization Unit, Bureau of Driver Control, has become a grandmother for the fourth time. Tarawn Maurice, her second grandson, was born March 18 weighing six pounds, one ounce, to her daughter and son-in-law.

PERSONNEL TIPS

BY ED BESKO

Are you planning to retire soon?

If so, an established date of retirement should be discussed with Joan Horn of the Bureau of Personnel at (609) 292-4821 at least three months before the anticipated date in order to effectively process the necessary paperwork.

* * *

When is your pension taxable?

If your retirement date was after December 31, 1986, your pension is immediately taxable based on the "expected return rule." This means that, based on Internal Revenue Service (IRS) actuarial tables, a portion of each monthly retirement check is excluded from tax. The rest of the monthly benefit is taxable income.

This excluded amount will be accumulated until the total amount is equal to the amount of your contributions which were previously taxed. At that point your total pension becomes taxable.

If you have any further questions, you should call the Internal Revenue Service at 1-800-424-1040.

Headquarters selected; toll-free numbers in operation

(continued from page 1)

The Telephone Center staff is also being increased from 191 employees to 251 to handle the increased calls and to guarantee that 125 work stations can be staffed throughout the day, Director Paulsen said.

Paulsen explained the staff increase is also necessary to provide coverage during the extended hours of service on weekdays. With the change to the toll-free service, the Telephone Center became operational from 8:30 a.m. to 4:30 p.m. Monday through Friday for all types of calls, and until 8:30 p.m. Monday through Thursday for general information only.

For added convenience, motorists can call Motor Vehicle Services on Saturdays. Both numbers are operational, from 8 a.m. until noon.

Edwards said he expects the increase in staff and hours of service to reduce the time callers have to wait for an operator.

A comprehensive three-month training program for employees helped them prepare for the free telephone service by familiarizing them with Motor Vehicle Services' operations as well as emphasizing polite, courteous treatment of all callers.

Also, the system itself was subjected to a "stress test" in which 125 operators at the center answered calls from approximately 200 MVS employees assigned to call the numbers on a continuous basis April 4 and 5.

"I am proud to be able to offer this new service to the state's motoring public," Edwards said. "For 18 months to two years they have been patient with Motor Vehicle Services, allowing us the opportunity to transform an agency plagued by more than 20 to 30 years of neglect and indifference into one that is capable of providing courteous, efficient and professional customer service.

"Our efforts during the next 12 months focus on providing new and improved facilities and services that will offer the high quality of customer service the motoring public deserves and has a right to expect for the $500 million in fees they pay each year," he continued.

"I am confident that within the next year, from this reform process will emerge a new MVS that will make all citizens of New Jersey proud, one that will be viewed as a national model," he concluded.

You may only transfer calls within Motor Vehicles when the caller is requesting information or assistance in one of the following areas:

Accident Reporting	**(609) 292-4749**
Business Licenses	
Automobile Dealer	**(609) 292-4517**
Auto Body Repair Facility	**(609) 984-9631**
Compulsory Insurance	
Financial Responsibility	**(609) 292-7625**
Customer Complaints (Out of State)	**(609) 588-2424**
Lien Information	**(609) 292-4110**
Motor Carriers	
Overdimensional and Overweight Vehicles	**(609) 588-3602**
Registration Fuel Use Tax	**(609) 588-3600**
MVS Personnel Office	**(609) 984-5280**
Repossessed Titles/Abandoned Vehicles	**(609) 292-4172**
Salvage Titles/Inspections	**(609) 984-9628**
Special License Plates	**(609) 292-0800**
Special Emergency Light Permits	**(09) 588-3678**
Customer Information Line for the Deaf (TDD)	
In State Toll Free	**1-800-327-0320**
Out of State	**(609) 588-7942**

DIRECTOR'S MESSAGE

(continued from page 1)

of the former Sears Building on Front Street. Approximately 500 employees will be moving into the new, completely renovated modernized Regional Service Center.

Since the rebuilding of Motor Vehicle Services began, a number of new and improved services have been provided, among them being the toll-free telephone service, the opening of the Regional Service Center in Deptford (one of six centers that will eliminate the need for most motorists to travel to Trenton), a streamlined inspection process, and reduced waiting times at both agencies and inspection stations.

This has certainly been a year of rapid change and improvement for Motor Vehicle Services, and I want to personally thank everyone of you who helped in bringing about those pleasant changes. There can only be good things ahead for all of us at MVS.

Thanks again,
Glenn R. Paulsen
Director

Can you top this?

The story in the March TALE LITE about the Rahway Driver Testing Center receiving a long-distance phone call from Hawaii has generated interest among employees about the most distant call ever taken.

Arlene Hovemeyer, senior clerk in the Telephone Center, has topped the Hawaii call, taken by Edward Jurksza, Rahway supervisor. She reports she received a call last fall from Saudi Arabia from a man inquiring about the restoration of his New Jersey driver license.

Can anyone beat Ms. Hovemeyer for the most long-distant phone call to Motor Vehicle Services?

—Submitted by Karen Duginske

1985 award recipients pose

5 YEARS

Recipients of 1985 awards for five years of service pose with Attorney General Cary Edwards and Director Glenn R. Paulsen in the Justice Complex after the February 29 presentations. They are (kneeling, from left) Gemma Long, Terry Jones and Lisa Quinto; (sitting, from left) Evelyn Klink, Janet Hadley, Thelma Greenfield, Marcia Weissman, Ruth Cubberlee, Joyce Hopkins, and Katherine Ziolkowski; (standing, first row, from left) Gwen Thomas, Richard Licata, Mary Sue Wittmer, Corrina Nadel, Nellie Hoffman, Eva Samachson, Annette Diskin, Irene Mulholland, Maria Benedetti, Dodie Burrell, and Mary Guy; (standing, back row, from left) Linda Mount, Beatrice Collins, Alberta Ward, Cathleen MacCotter, Nancy Caston, Roger Flavin, Alyce Schafer, Wendy Vaughn, Mary Fay, Joyce Olczak, Rose Dekovitch, and Chris Cox.

10 YEARS

Employees who marked 10 years of service in 1985 pose with Attorney General Cary Edwards and Director Glenn R. Paulsen. They are (sitting, from left) Mazie Kerrigan, Marion Camera, Cecilia Widman, Adele Rose, and Evelyn Ranalli, (standing, first row, from left) Susan Fell, Brigitta Belviso, Lollie Smith, Natalie DiMucci, Arlene Burkley and Carol Kimble; (standing, second row, from left) Janice Napierkowski, Loretta Brett, Mary Weinmann, Diane Ahlum, Howard Pollak, and Fred Schrenk.

1986 longevity a

Employees who reached their state service milestones in 1986 were presented with years-of-service awards this month by Attorney General Cary Edwards and Director Glenn R. Paulsen.

The 1987 and 1988 awards will be presented late this year, which will bring the longevity awards program up-to-date so that future service awards will be given on time.

The following employees were honored for their years of service attained in 1986:

40 YEARS

Edward Jurksza.

35 YEARS

David N. Harrison, Sallye J. Youth, Leona Tydryszewski, and Gussie W. Summers.

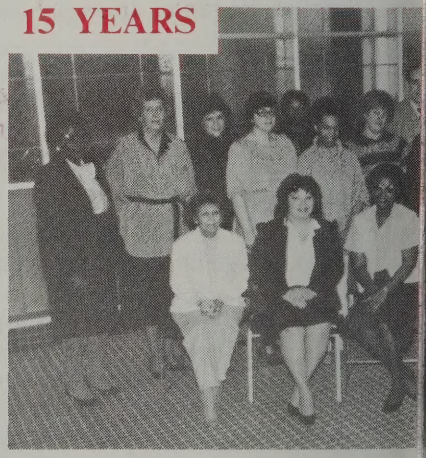
30 YEARS

Alberto J. Calabrese, Roland Williams, Betty Thompson, Joseph Galante, Louis Rizzo, Anthony P. Casano, Fausto E. Lameiras, Joseph Hennessy, Rudolph R. Matuscasak, Edward Campbell, Thomas Au, Edward Smerecki, Anthony Tramaglini, Vincent Ruggiero, Walter Horzepa, George Kleinknecht, Ruthel Hall, Joan Nelson, Marian Stafford, Anna M. DePula, Robert V. Garrett, Edna L. Levine, and Michael L. Rossi.

25 YEARS

Leroy Johnson, James T. Rollins, Robert T. Johnson, Valentin Shuldeshow, John F. Paulmeno, Jule

15 YEARS



Employees with 15 years of servi
Edwards and Director Glenn R.
Hengeli, Edith Rivera, Janice Mitc
Betty McKithen; (standing, from l
Hedden, Diane Toboz, Lillian Jef
Robert King, Jr., Barbara Nixon,
Bogacz, Loretta Franco, Patricia

ards presented for milestones in state service

banese, Carl Streicher, Donald F. nry, Dorothy L. Green, Annie M. ngo, Ruby L. Ross, Juanita E. llard, Viola Floyd, Richard Hunt, pha Regina White, Alice Law, drey Hilton, Shirley Rooks, Betty n Briggs, Carl J. Militig, Richard adwell, and Kathy Tenaglia.

20 YEARS

Mary Ann Smith, Charles G. Smith, rtin Carluccio, James R. Sweetman, nes Reed, Eileen Majewski, Eleanor Pacera, Florence Rizzo, Patricia peland, Lucille Gable, Helen D. ath, Marie Marren, Katherine Quillan, Margaret S. Numan, ra Ridolfini, Bruce Parent, Clara orski, Lula Clark, Ronald G. Connell, Lucy Green, Willa Mae rne, Carl Todaro, Rose M. Day, anor Dzurisin, and Joann Sary.

15 YEARS

George H. Young, Jr., Frank Cos- tino, Delores Simpson, Karen Grath, Samuel Cannata, Jr., Frank eschi, Marcella Montgomery, ry Jane Verdel, Charlotte Witt, llip Constantini, Blanche Cantor, is Robinson, Edward G. sielewski, Louise Wilson, Anna B. rvey, Marjorie C. Hazlett, Maxine ll, Thelma Porter, Marion narone, Mildred Way, Annette socki, BettyAnn Stone, Bruce Bill- s, Joan Butterworth, Linda D. eideler, Madeline Smetanka, rold Smith, Doris E. Darnell, Thomas Iannotti 3rd, Edna M. Rossi, Joseph Severino, Aurora Abatto, Janet Bauer, Barbara Louis, Shirley Cox, David Jaworski, Louise McAllister, Bernard Nolan, Joan Stahl, and Ernest F. Vig.

10 YEARS

Frank Boccuti, Perry Bascou, Jr., John C. Coyne, Peter W. Pappas, Manning Pecoraro, Michael Klimenak, Armand Divitantonio, John Boer, Ronald Kuhns, George Hohn, Joseph Riccardi, Edward P. Wortman, Dennis Lalko, George VanSaders, Linda Schruby, Doris Seward, Frederick Grotz, Debra Cavallo, Elizabeth J. Foy, Gloria Freeman, Gloria Norman, Maryann Schweder, Freda David, Anne Eccles, Sandra Johnson, Lorraine A. Meseroll, Darlene Mingo, Dorothy Ochanas, Gloria Murphy, Loretta Weeast, Linda D. Dubrow, Sharon G. McMullen, Carl Rosati, Samuel Spera, Robert J. Witting, Anne M. Curtin, Mary E. Pujol, Dorothy Rollins, Vincent M. Pennacchi, Philomena Smeraldi, Linda Tosti, Joan Horn, Sandra Bethel, Mary Harrington, John D. O'Brien, Audrey Kerstetter Diahann Collins Bloor, and Louis Kish.

5 YEARS

Stephen Torres, Victor P. Pluguez, Charles Moore, Terry Sager, Darlene Vondran, David Miles, Albert F. Donahue, William Mullica, Hugh Kennedy, James R. Wills, Jeffrey Webster, Robert Reynolds, Joseph K. Schevitz, Henry Sonnenfeld, Anthony Naputano, Edward Burns, Bruce Jones, Edward J. Domino, Douglas R. Beam, Vincent McBride, Clark E. Lescure, Douglas K. DeGregorio, Michael McArdle, John Martino, Jorge Garcia, Phyllis Wyatt, Robert Stuck, Raymond Velardo, Ada Harris, Miriam Moodhart, Harry Capko, Boyd G. Beattie, Barbara Kuznitz, John Simurda, William Genneken, Jr., George Fowler, Donald Fell, Rosan Marie Keele-Dziedzic, Saverio Melina, John Reilly, Felice Miller, Mary Detres, David Penner, Joseph C. Piccitto, Barbara Cramer, Perin Hobson, Florence Lerit, Deborah Stevenson, Robert R. Gagnon, Lois Rishko, Yvonne Saintus, Janice M. Ratoff, Deloise Thompson, Linda Warren, Justine Ridolfino, Dean S. Stout, Maureen Gilligo, Mariann Martelloni, Johnny Rae Mathis, Geraldine Maul, Marie T. Morris, Helen A. Patterson, Edna R. Solinski, Stella M. Bruno, Eileen Russell, Jean Z. Suta, Lynn Giglio, Robert W. Pharo, Karen Riley, Pamela Teel-Marinnie, Dawn Brower, Audrey McDonald, Ravonda Reddon, Lee Metzgar, John J. Nucera, Jr., Linda Conner, Bertha J. Symons, Lois Harkanson, Jeraldine A. Offerman, Paula J. McDaniels, Mary P. Quinn, Veronica Gore, Edward Green, Judith Isackson, Beverly A. Symons, Betty Tomaszewski, Nancy A. Woznicki, Joseph Collettei, Thomas Bednarz, and Delores Lawk.

1985, with Attorney General Cary n, are (sitting, from left) Carmela Sylvia Watson, Louise Leysath, and elen Price, Suzanne Stout, Marlene Phyllis Sutton, Geraldine Allen, A. es Lennon, Anthony Caserta, Mary and Erma Pagliaro.

20 YEARS OR MORE

Employees who received 1985 awards for 20 years or more of service, with Attorney General Cary Edwards and Director Glenn R. Paulsen, are (sitting, from left) Christina Cacciatore, Marilyn Fraser, Marion Wilson, Marion Finkle, and William Greiss; (standing, from left) Linda Rice, Carole McDonald, Maureen Wood, Doris Theer, Concetta Lopreato, Constance Ciricolo, Fran Sappucio, Marlene Pearl, and Ernest Jannotti.

Anna Harvey no stranger to work

PROFILE

BY ANGELA V. NILES

From humble beginnings on a Southern farm to being singled out for mention by Governor Thomas H. Kean in his State of the State message is a giant step for Anna Harvey, but it hasn't been an easy journey.

Ms. Harvey is Principal Audit Account Clerk in the Document Review Section. Both of her sons received their college degrees, thanks to partial financial assistance provided by the state's Educational Opportunity Fund (EOF). It is this opportunity that enabled Ms. Harvey's son, Tyrone, to become a school teacher, while her other son, Bruce, a criminal justice major graduating in December from Trenton State College, has his sights set on being an attorney.

In his State of the State address last January (see excerpt on this page), Governor Kean acknowledged Ms. Harvey's tenacity and strength and said that educational aid is what gives working parents like her "hope for a better life for her children."

A parent determined to do the best for her children, she has worked multiple jobs to help see her sons through college. Now, the Governor has turned her into a role model for other hard working parents who want to see their children well-educated, but aren't always aware of the opportunities the state can offer.

"With the opportunities available to kids today, there is no reason they have to be poor. I've had to work very hard to support my family. That effort, together with the financial assistance from the state, has afforded my children the education they need to reach their potential," Ms. Harvey said.

Born and raised in Seaboard N.C., Ms. Harvey relocated to New Jersey as a young woman to be with her family and to take advantage of the educational opportunities and higher paying jobs the northern states had to offer.

She joined Motor Vehicles in 1971 as a clerical trainee in the former Unsatisfied Claims and Judgment Unit, and later worked in the Mail Issue Unit. She was promoted to audit account clerk with the Bureau of Office Services in 1975, and in 1979 was made senior audit account clerk for that bureau. In 1987 she was promoted to principal audit account clerk with the Document Review Section, where she currently works.

At home, Ms. Harvey is a highly visible community leader. For 27 years she volunteered as district committeewoman and an election board worker. She can often be found motivating her neighbors to vote and encouraging young people to continue their educations.

"As citizens we need to become more involved in community issues," she said.

Ms. Harvey finds the division's rebuilding effort and progress "definitely worthwhile and meaningful." She said she and her co-workers can see progress both in the division's physical appearance and in increased benefits to employees.

"Communication between the employees has really increased. Now the employees know more about what's going on around them than before," she said.

Plans for the future include enjoying the rewards from seeing her two sons go as far as they can go so they can have the financial security to be able to "relax once in a while."

But to everyone who knows Ms. Harvey, the notion of a charmed, relaxing life isn't in the cards—not for this super mom and dedicated division employee.

ANNA HARVEY

EXCERPT FROM STATE OF STATE

(EDITOR'S NOTE: The following is an excerpt from the State of the State address delivered by Governor Thomas H. Kean on January 12, 1988, in which the Governor refers to Anna Harvey.)

"Talk to Mrs. Anna Harvey about life and you can't help but get the impression that she loves America. Anna is black and grew up in North Carolina, one of 12 children. Her family didn't have a lot of money and at times it was tough to put food on the table.

"Life is a little easier for Anna's two sons, Bruce and Tyrone. Both young men have a bright future. Tyrone went to Trenton State College and is now a Trenton Teacher. Bruce goes to Trenton State and wants to be a lawyer. Both Bruce and Tyrone earned their bright futures through a college education. Ask Anna Harvey about her children's success and she says, 'With the opportunity that kids have today, there is no way they have to be poor.'

"In the abstract, Anna is talking about opportunity, the ideal on which this country is based. But in concrete terms, Anna Harvey is talking about financial assistance. Financial aid allowed Bruce and Tyrone to go to college. Financial aid gives millions of other New Jersey families the hope for a better life for the children.

"Last year, the Department of Higher Education provided $49 million in grants to financially needy students under the Tuition Aid Grant program (TAG). Forty-one thousand students received full-tuition aid.

"The Education Opportunity Fund (EOF), which I sponsored as a legislator, also provides help for economically disadvantaged students like Bruce and Tyrone. Last year 12,000 students received help under the program."

Belt buckles on sale

Belt buckles commemorating the 50th anniversary of vehicle inspection are now available through Local 518, Motor Vehicle Safety Specialists. Employees wanting a buckle are advised to contact any shop steward in any inspection station. The buckles are $10 each.

Telephone 'stress test' builds new friendships

BY JEFFREY HALL

"What was the funniest customer call you've had in the telephone center? What was the worst call that you had?"

"If I were Santa Claus calling to ask you what you want for Christmas, what would you ask for?"

Those were just a few of the prepared questions operators at the Telephone Center were asked by some 200 MVS employees calling from throughout the state during the "stress test" on April 4 and 5.

The object was to assault the new, toll-free numbers with as many calls as possible during a set time period to test the system's resilience against a similar onslaught of calls by the motoring public. According to Debbie Stevenson, test coordinator, the system held up very well.

And so did the operators and other employees who were assigned to stay on the phone and make small talk in order to keep the lines active.

"That was the hardest part of the test," said Terri Bodnar, word processing specialist. "By the second night, I burned out on all of the suggested trivia questions they gave us so that we'd have something to talk about. So I started getting real nosy. Then it got to be fun."

Chris Cox's secretary, Suzanne Fell, didn't mean to be nosy, but got a real earful from one operator who volunteered all sorts of secrets about her love life. "I almost fell off my chair."

On the flip side, many of the operators initiated conversations when the person on the other end seemed bashful.

Rose Pressman, a customer service worker who volunteered as an operator, recalled one conversation with a young man who needed coaxing. "Even though his questions were written out for him, he was uncomfortable spiriting the conversation. So I interviewed *him*. Eventually, he became very relaxed, and by the end of our talk he thanked me."

That same spirit of camaraderie prevailed for operator Annette Diskin as well. "One young fellow wanted to talk to me about his VCR," she said. "And then he went on to teach me how to program my own. He was so nice and helpful."

"It was such a productive and pleasant experience," Pressman said. "The phones kept ringing, we stayed busy, and I kept meeting so many wonderful people that I almost felt I knew. I made friends with co-workers I never knew before."

Cherry Hill employees recognized for access ramps

Director Glenn R. Paulsen presented certificates of appreciation to the Cherry Hill Driver Testing Center and to five employees for the construction of handicap access ramps at the facility.

The employees honored for their contribution were Mark Marino, Paul Crisanti, Arthur Deaner, Blaine Steen and Jeffrey Webster. Accepting the certificate for the station was Roland A. Williams, Manager.

The Internal Employees' Awards Committee approved the nominations for the certificates and accompanied the Director to the presentations last month at Cherry Hill.

On a volunteer basis, the five employees built a full access handicap ramp, with entrance railings and seating. The division provided the material and the permits.

During the construction, the five were relieved of their regular duties, which meant that these duties were absorbed by the remainder of the staff.

"I am proud of the employees who volunteered to do this work because it reflects the customer-caring attitude that is now so much a part of Motor Vehicles. Their willingness to volunteer their time on this project was very much appreciated," Director Paulsen said.

Flemington station begins Saturday hours

Motor Vehicle Services began Saturday hours at the state inspection station on Route 31 and 202 in Flemington on April 16 for motorists from Hunterdon County who want to get their vehicles inspected at a state inspection station on Saturdays without driving all the way to Washington, Somerville or Trenton.

The station is open from 7:30 a.m. until 4 p.m. every Saturday. The station is also open from 8 a.m. to 5 p.m. Monday through Friday and until 8 p.m. on Thursday.

"The Flemington station handled 67,500 inspections in 1984. That number increased dramatically to 84,500 in 1987, an increase of 17,000 vehicles a year in a short three-year period," said Director Glenn R. Paulsen.

NEW FACES

New employees who recently completed their orientation course at the Training Office in Quakerbridge Plaza are (seated, from left) Michelle Kleiman, Marla Glenn, and Maria Darpa-Hopkins; (standing, from left) Jill Zeyack, Robert Swanson, Kevin Brooks, and Gary Mahlman.

MVS eliminates rejections for 8 minor requirements

Motor Vehicle Services implemented an improved vehicle inspection program statewide on April 4 that eliminates rejections for eight minor equipment requirements, Attorney General Cary Edwards announced.

The new program decreases motorists' waiting times at inspection stations and saves as many as 390,000 drivers the inconvenience and expense of a second trip to an inspection station, Edwards said.

When the pilot program was tested by MVS in six northern counties beginning on October 1, 1987, the average waiting time was cut from 12 to eight minutes, while hourly production was up 14.2 percent over the non-test stations. The number of vehicles actually rejected dropped an average of about nine percent, while the total number of vehicle inspection handlings was down by more than 21,000, he pointed out.

"Projecting that decrease in rejections and handlings over a full year statewide should save some 390,000 motorists a second trip for reinspection," Edwards said.

Under the new system, vehicles will not be rejected for faulty headlight aim, horn and windshield wiper problems, a missing or defaced license plate, faulty parking lights, inoperative side marker or identification lights, minor vision obstructions and defective dashboard indicator lights.

However, these items will still be checked and motorists will be advised to have them repaired, because law enforcement officers can still issue tickets for these equipment infractions. Vehicles will continue to be rejected for emissions problems, defective brakes, inoperative headlights, brake lights, directional signals and other major safety issues.

New Jersey Department of Transportation figures indicate that only three percent of all accidents in New Jersey are caused by problems related to vehicle failure, while 89 percent are the result of human error and eight percent are caused by weather and road conditions. "Brakes, steering and tire failure account for the majority of the three percent caused by vehicle failure. None of these inspection items are being eliminated under this program," Edwards said.

Director Glenn R. Paulsen said that additional time on the inspection lane will be saved because safety specialists will no longer remove the inspection sticker from vehicles that fail. Instead of replacing the old sticker with an individual red failure sticker, the red sticker will be applied directly above the old sticker so a bar of red shows above the top of the former sticker. Only those vehicles that pass inspection will have the old sticker replaced.

If a vehicle is rejected under the new system, the motorist will have until the end of the month following the normal inspection month to have the necessary repairs made and the vehicle reinspected, Paulsen explained.

For example, if the normal inspection month is February, the motorist will have until the end of March to complete repairs and go through reinspection. If the motorist waits until the end of March and fails again, no additional time will be offered for the reinspection and the motorist could be subject to a ticket from the police, he said.

"Not only will these changes make the inspection process quicker and more convenient for motorists, but they will help in the future when the state is required to implement more involved and stringent EPA emission control tests (such as under-the-hood checks) in order to comply with the Federal Clean Air Act," Paulsen added, noting that the state is committed to a strong safety and emission vehicles inspection program.

LETTERS

Sir:

After the lapse of my driving privileges for two years and complying with all the requirements, I readied myself for my target, the division office on South Montgomery Street.

Armed with a portfolio, exploding with receipts and paperwork, I was determined to be the one and only ever to attack Motor Vehicles by unleashing the monster within my portfolio, against insurmountable odds, and emerge as the victor.

To my surprise all my strategy was wasted.

Several days before I was to embark on my mission, I received a letter stating that all I had to do was see a motor vehicle agent and show this one letter.

What an undermining thing to do. What sort of treachery is the division making me submit to now?

Armed with the letter and my portfolio I changed my strategy and headed for the division complex.

To my total amazement I left the building within the hour, with my license.

As for my "strategy", I now say, I come to praise the division, not to conquer it!

J. Taylor
Trenton

Sir:

Please accept my warm thanks for a job well done by Karensue Spencer of the Office of Special Assistance and Customer Complaints. She was most courteous, understanding and helpful on the phone. She expedited my renewal application in a most reasonable time period. I can again ride New Jersey's roads with confidence.

Director Glenn R. Paulsen should be pleased with Ms. Spencer's efforts. Thank you so much.

James A. Rogers
Hackensack

TALE LITE

State of New Jersey
Thomas H. Kean, Governor
Department of Law and Public Safety
Cary Edwards, Attorney General
Motor Vehicle Services
Glenn R. Paulsen, Director

TALE LITE is published monthly by the Internal Communications Unit, Office of Customer Relations and Public Information, as a forum for the exchange of information, ideas, comments and concerns.

TALE LITE offices are on the 7th floor of 25 South Montgomery Street, Trenton, N.J. 08666. Telephone: (609) 292-8231. Employee contributions are always welcome by mail, phone or in person.

The staff: Executive Editor: Lynn F. Tumulty; Editor: George W. Robinson; Contributors: Jeffrey L. Hall, Emilie Nawrock, Angela V. Niles, Maureen Sczpanski, and H. Arthur Smith III; Photographer: Scott P. Jones; Printed by: Jules Caruso and the staff of Motor Vehicles Services' Print Shop.